



Town of Stow
COUNCIL ON AGING

**509 Great Road
Stow, Massachusetts 01775
(978) 897-1880
FAX (978) 897-0486**

STOW COA TRANSPORTATION SERVICES

The Stow COA is happy to provide transportation services to Stow residents 60+ and those with documented disabilities. Individuals with temporary disabilities must provide documentation of their eligibility for transportation services such as a letter from a medical or behavioral health provider; this temporary disability documentation must be renewed every 6 months.

Our complete transportation service policy is provided herein. Please be aware that our most current policy is available on our website as revisions to this policy may be made from time to time. You can also contact the COA and request a copy be mailed to you if you do not have access to a computer.

The COA reserves the right to deny passengers rides if there are breaches of the following policy.

Transportation services must be within our service area and originate in Stow (or return to Stow if it's a return trip only). Our service area is Acton, Bolton, Boxboro, Harvard, Hudson, and Maynard.. Service is also provided to medical destinations in Concord, Marlborough and Sudbury. Transportation services include but are not limited to:

- rides for grocery shopping, meal site and COA programs
- rides to and from medical appointments in Stow and our service area (see list above)
- rides to and from other destinations in Stow and our service area.

IMPORTANT INFORMATION

- Transportation services are available Monday through Friday, except for holidays and other dates we may be closed. For a list of holidays please visit our website at <http://www.stow-ma.gov>.
- Medical, employment, and caregiver related rides have priority. Other rides are provided based on availability. An individual may be limited in the number of rides per day or per week they can book.
- A single ride is from pick up location to destination drop off. Any additional stops are considered additional rides. For example: a trip from home to a doctor's office, then Shaw's and then returning home is considered 2 trips.

- Van pick-ups start at 8:30 AM, with the last pick-up to return home no later than 2:30 PM.
- Please be ready 15 minutes before your scheduled pick-up time as we may need to accommodate more than one passenger.
- Passengers must be punctual at pick-up time. The COA reserves the right to leave after waiting 5 minutes for any individual passenger so as not to make other passengers late. The driver will call the COA office to report the “no show” but must leave to stay on schedule for other passengers.
- Our transportation service is pick-up and drop off only. Passengers riding the van must be able to get on and off the van independently or must bring an escort to assist them. If the passenger requires assistance in any way this must be identified when making the reservation so any necessary accommodations can be made in advance.
- Our drivers must follow their assigned schedule and are not allowed to make last-minute changes to the schedule in order to accommodate passenger requests. If you need to make multiple stops during a single transportation appointment please be sure to provide that information at the time you make the reservation so that we can schedule appropriately.
- Please be sure to provide the best phone number where you can be reached on the day of your reservation. We must have a way to reliably reach you by phone in order for us to provide transportation services.
- Emergency information must be on file at the COA for passengers riding on the van. Further, it is the passenger’s responsibility to have on their persons a pocket size “File of Life”. Blank pocket size “File of Life” folders are available from the COA.
- Please call the COA when you are ready to return home. Please be sure to speak with a staff member as we cannot always retrieve voice mail messages immediately.

RESERVATIONS

- Reservations must be made at least 1 day in advance but can be made earlier.
- To make a reservation, please call the COA at 978-897-1880 between 8 am and 12 pm Monday through Friday.
- You must speak with the Transportation Coordinator directly to make a reservation. **Do NOT leave a voicemail** to make a reservation as it will not be booked.
- Remember -- when scheduling a ride for Monday, you must call by 12 noon on Friday to make your reservation.
- Please have the exact street address as well as the destination name and phone number when you call to make a reservation.
- All riders are responsible for reserving and canceling their own rides, unless a designated representative is on file with the COA. Friends and family may not book or cancel a ride on behalf of anyone else.

CANCELLATIONS

- Cancellations must be made noon the day before the appointment day or they will be considered “late cancellations.”
- Repeated late cancellations may result in losing transportation privileges.
- Passengers with recurring appointments should notify the COA by noon the day before the appointment day if you do not need services on a particular day.

FEES

- Fee per trip is as follows:
 - Meal Site, Food Pantry, COA office: Free
 - Trips within Stow: \$2 one-way or round trip
 - Out-of-town rides (see service area list): \$3 one-way or round trip

When at all possible, van fees (see below) should be paid by check made payable to the “Town of Stow”. These payments can be given to the driver daily, weekly or monthly. If you feel you have difficulty paying this fee, please contact a member of the COA outreach staff for a confidential discussion.

WHEELCHAIR ACCESSIBILITY

The COA has a wheelchair accessible van (ADA compliant van with wheelchair lift – 500 lbs. maximum) so please let us know if you are using a wheelchair. If a passenger cannot propel their own chair to and from the van, they must have an escort to assist them. The drivers cannot provide personal care or extra assistance. Please be sure to indicate if an escort is accompanying you when you make your reservation as we need to make sure there is sufficient seating capacity.

PASSENGER/DRIVER PROTOCOL

The COA wants to ensure that all passengers enjoy their rides in safety and comfort. The COA is also committed to ensuring that all passengers are treated with dignity, respect and impartiality. The COA is similarly committed to ensuring that their drivers be treated with dignity and respect and that they are safe while serving the public. Non-compliance with this protocol may result in losing transportation privileges.

- Passengers must remain seated at all times.
- In accordance with Massachusetts state law, all passengers are required to use seatbelts. Drivers will insist that seatbelts be worn. If there is a medical reason why a passenger cannot use a seatbelt there must be a letter from their physician.
- Passengers are required to keep buckled in their seats while the van is in motion.
- All passengers must speak courteously to the driver and passengers at all times. Any words or acts of intimidation will not be tolerated and may lead to the COA suspending further use of transportation services for the offending passenger.
- There is no reserved seating. Passengers may not claim any particular seat as their own from one ride to the next. Passengers do not have the authority to exclude seating

to another passenger. If there is a seating problem please bring this to the attention of the driver.

- Passengers must be properly groomed and maintain good personal hygiene at all times as well as be dressed appropriately (e.g. no PJ's or slippers). Passengers must refrain from inappropriately touching other passengers or the driver.

GROUP SHOPPING TRIPS OR OTHER OUTINGS

- We are happy to provide a variety of group shopping opportunities and group outings as outlined in the Stow Senior Scoops each month. Clients needing a ride from their home to the particular destination must call the COA in advance (by noon the day before the event or the sign-up deadline, whichever is earlier). If passengers are on a group shopping trip or outing they must return to the van at the designated return time as to not make other clients late.
- If you are not being picked up at your home, please meet at Pompo Community Center located at 509 Great Road, Stow. Please park in the row closest to Route 117.
- Please arrive at least 15 minutes early so that the driver may check you in.
- If you have to cancel please notify the COA so that the driver will not wait unnecessarily for you.

ADULT DAY PROGRAMS

- A family member or caregiver must be home when the driver is dropping the passenger at home. Drop off can happen as early as 2:45 so please be sure a family member or caregiver is home before that time.
- A family member or caregiver must communicate directly with the COA regarding transportation changes including ride cancellations or time changes as the adult programs will not notify the COA of those changes.

TRANSPORTATION OUTSIDE OUR SERVICE AREA AND TIME

- Volunteers may be available for medical appointments outside our service area or time. Contact the COA to make arrangements. Please note that we need at least 5 full business days to secure a volunteer.
- Referrals for other transportation needs outside the scope of the COA transportation services can be provided.

Please note that any passenger who has difficulty complying with this policy is welcome to meet with COA Executive Director. The COA Executive Director can be reached at 978-897-1880 or coa@Stow-MA.gov.